



Coronavirus Update (Covid 19) 24-3-2020

Following the recent government announcements on Covid 19 we thought we'd give you an update on the measures we have put in place, to try to help prevent the spread of the virus and to protect both our customers and our staff.

In these uncertain times we can't be sure exactly how the virus will affect our services but please rest assured that we are open, and here to help you, and will do our utmost to continue to provide the caring, respectful, responsive service for you and your pets that we always have done.

We must ask that if you or anyone that you have come into contact with is showing any of the signs or symptoms of Covid 19 that you do not come to Prestwood at this time. As per government guidance on social distancing our staff will be also observing the 2m separation distance from people. We apologise that we can't offer the usual reassuring hand shake or hug that you are used to at Prestwood but again this is for your safety and that of our staff.

Bringing your pet to us for cremation.

At this time you are still able to bring your pets to us yourselves for cremation. However unfortunately we have had to take the decision to close the crematorium building to the public. We ask that you give us a call from the carpark when you arrive as the crematorium door will be locked. We will then come out to you with a basket to bring your pet into the crematorium. We will take all of the information about your pets cremation over the phone before hand to reduce the amount of time you need to spend with our staff. We would prefer that payments are made by card or even bank transfer rather than cash at this time to further limit contact. We are still able to offer same day cremation services for the time being but this may have to change depending on how the situation develops. Unfortunately we have had to stop our attended cremation service where your pet can be viewed in the cremator. There is no evidence at present that our pets can catch or pass on Covid 19.

Collecting your pet from your home or vets.

We are still able to collect your pet from your vets as normal. Unfortunately, due to only running on a skeleton staff we are unable to offer home collections at this time. In an emergency if you can't get to us with your pet and you need a home collection please call us and we will see if there is any way that we can arrange this for you.

Collecting your pets ashes.

We are still able to return your pets ashes to your vets if you want us to. If you are collecting your pets ashes from us you can still do this at the moment, but as we have had to take the decision to close the crematorium building to the public, we ask that you give us a call from the carpark when you arrive as the crematorium door will be locked. We will then come out to you with your pets ashes. We always love to sit and chat about your pets and ours but unfortunately at this time it just increases the risk to everyone. If you have any questions for us please try to ask them over the phone before you arrive.

You can find more information and advice about the Coronavirus on the NHS website here <https://www.nhs.uk/conditions/coronavirus-covid-19/>. This includes information about symptoms and also advice on hygiene. Washing your hands regularly and thoroughly with soap and water for at least 20 seconds is one of the best ways to kill the virus and stay safe. Please feel free to use the hand wash facilities and hand sanitizer (available in every room at the crematorium) if you are with us.

We would ask you to please bear with us in these difficult times, we have implemented these measures to try and keep everyone as safe as possible. If you have any questions, concerns or problems please give us call on 01384 873738 and we will do our best to help, advise and arrive at a solution to help you.

Thank you for your support and co-operation, Rob, Susie and all the team at Prestwood.